

Gurpartap Singh

TECHNICAL SUPPORT SPECIALIST

+91-8130082205

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Delhi, India

EDUCATION

B. Tech (CSE) | 2020

Punjab Technical University
Punjab

Diploma | 2014

Manav Bharti University
Himachal Pradesh

Metric | 2011

CBSE
Delhi

SKILLS

Remote Desktop Support
H/W & S/W Installation
Customer Service
Troubleshooting
AWS
OS (Linux, Windows)
System Administration

CAREER OBJECTIVE

To leverage my expertise in technical troubleshooting and customer service to provide efficient and reliable technical support solutions. Seeking to contribute to a dynamic team environment, where my problem-solving skills and commitment to client satisfaction can drive positive outcomes and foster professional growth.

EXPERIENCE

Technical Support Executive | KRGH Enterprises, Delhi

DEC 2023 – JULY 2024

- Resolved Technical Issues: Provided timely and efficient technical support to clients, resolving hardware and software issues via phone, email, and live chat, ensuring high customer satisfaction.
- System Maintenance: Conducted regular maintenance and updates on client systems, including troubleshooting network issues, configuring hardware, and installing software, to ensure optimal performance.

Associate | Avalara Technologies Pvt Ltd, Noida

JUN 2021 – NOV 2023

- Managed import/export documentation and customs clearances for 50+ clients.
- Showcase your proficiency with relevant software, tools, and systems necessary for providing technical support, or troubleshooting applications.

Technical Trainer | Robotics Wizards, New Delhi

FEB 2018 – APR 2019

- Designed and delivered workshops on robotics and embedded systems.
- Created learning materials and educated over 500 students.
- Created engaging training materials including presentations, manuals, and online resources to facilitate learning.